Residential Halls Supplementary Guidelines
Covid-19 Recovery from June 2020

This document provides supplementary guidance and information to residence specific COVID-19 outbreak prevention and management plans for implementation by all ANU on campus residences.
Contents
Response to COVID-19.................................................................3
SECTION 1 – PROTOCOLS REQUIRED OF ANU RESIDENTIAL HALLS ..........4
SECTION 2 – RESIDENT AND STAFF WRITTEN ADVICE ON REQUIREMENTS FOR COMPLIANCE WITH COVID-19 STANDARDS AND GUIDELINES .............10
  28 March Directive to Students Living on Campus ...................................11
SECTION 3 – Outbreak Management Planning Checklist ..............................12
SECTION 4 – COMMUNICATION PROTOCOLS ......................................13
Covid-19 Case Communications ................................................................13
Response to COVID-19...........................................................................15
1.0 Communications Flowchart ..................................................................15
2.0 Communications Templates ..................................................................16
  2.1 HOLDING STATEMENT 1 – Medical Treatment .................................16
  2.2 HOLDING STATEMENT 2 – Acknowledgment of Resident/Staff Member in Isolation waiting COVID-19 Test Results ..............................................16
  2.3 HOLDING STATEMENT 3 – Confirmed case of COVID-19 .................17
SECTION 5 – ADVICE ON HOW TO REDUCE RISK OF BRINGING COVID-19 INTO A RESIDENCE ......................................................................................................................................................18
SECTION 6 – PREVENTION POSTERS ....................................................18
SECTION 7 – GUIDELINES AND TRAINING RESOURCES FOR DONNING, DOFFING AND DISPOSING OF PPE .................................................................21
SECTION 8 – Template for informing residents of guidelines for getting a COVID-19 test .................................................................................................................................23
SECTION 9 - ANU Campus Residences – COVID-19 Compliance Communications Plans 24
  Prepared for: ANU Head of Halls ..............................................................24
Purpose ........................................................................................................24
Key audiences .............................................................................................24
Tone of voice ...............................................................................................24
Key messages .............................................................................................24
  1. Social distancing ....................................................................................24
  2. Hygiene ................................................................................................24
  3. Enforcement and penalties ....................................................................24
Secondary messages ....................................................................................25
  1. Look after your mental and physical wellbeing .....................................25
  2. Be community minded .........................................................................25
  3. Change is not easy but it is necessary ..................................................25
Channels ......................................................................................................25
Response to COVID-19

This document has been developed to provide the essential requirements and standards for ANU Residential Halls in response to COVID-19, it specifically refers to communal living areas and shared responsibilities. The document is applicable to any residential hall or affiliate hall linked to the ANU.

All Heads of residential halls must read and comply with this document, and adopt the precautionary measures to minimise the chances of residents, staff and the University being put at risk.

If any residence is unable to comply with the directions in this document the Head of Hall from that residence should advise the Director, Residential Experience as soon as possible. The Director will work with you to relocate all remaining residents to a hall that can comply, and support close down of your operations for the duration of the pandemic.

For the latest information on the University position please visit the following website: https://www.anu.edu.au/news/all-news/covid-19-advice

<table>
<thead>
<tr>
<th>Revision History</th>
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<tbody>
<tr>
<td><strong>Version</strong></td>
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<td>1.0</td>
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SECTION 1 – PROTOCOLS REQUIRED OF ANU RESIDENTIAL HALLS

<table>
<thead>
<tr>
<th>Action Number</th>
<th>Responsible Person in Hall</th>
<th>Description of Implementation</th>
<th>Date Actioned</th>
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</thead>
<tbody>
<tr>
<td>A1.</td>
<td></td>
<td>A1. Ensure all residents and staff have been informed in writing of the (a) obligations to comply with COVID-19 precautions; and (b) ramifications of failure to comply with ANU COVID-19 response requirements.</td>
<td></td>
</tr>
<tr>
<td>A2.</td>
<td></td>
<td>A2. Ensure all staff, community co-ordinators and senior residents receive appropriate training and are deemed competent in all aspects of outbreak management.</td>
<td></td>
</tr>
<tr>
<td>A3.</td>
<td></td>
<td>A3. All staff, community co-ordinators and senior residents are to undertake the COVID-19 Infection Control Training that can be accessed through link provided here.</td>
<td></td>
</tr>
<tr>
<td>A4.</td>
<td></td>
<td>A4. Ensure that an Outbreak management plan is developed as a standalone document in line with Appendix A.</td>
<td></td>
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<tr>
<td>A5.</td>
<td></td>
<td>A5. Signage must be installed at all entrances, points of egress around the building and in communal areas</td>
<td></td>
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</table>
outlining requirements for social distancing, hygiene and self-isolation protocols.

<table>
<thead>
<tr>
<th>Action Number</th>
<th>Responsible Person in Hall</th>
<th>Description of Implementation</th>
<th>Date Actioned</th>
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</thead>
<tbody>
<tr>
<td>A6.</td>
<td></td>
<td>Ensure that a staff contingency plan is developed for staff absences due to illness.</td>
<td></td>
</tr>
<tr>
<td>A7.</td>
<td></td>
<td>In accordance with ACT guidelines, residents must be informed in writing that they must get tested for COVID-19 if they have symptoms of COVID-19. The template for informing residents is at Appendix F.</td>
<td></td>
</tr>
<tr>
<td>A8.</td>
<td></td>
<td>Develop and have access to a contact list for the ACT health department and other relevant stakeholders (e.g. Residential Hall GPs and infection control consultants, ACT CDC, Director, Residential Experience and the ANU Community Wellbeing Team).</td>
<td></td>
</tr>
<tr>
<td>A9.</td>
<td></td>
<td>Ensure, in writing, that all residents are aware of the response actions to a suspected case of COVID-19.</td>
<td></td>
</tr>
<tr>
<td>A10.</td>
<td></td>
<td>Ensure, in writing, that all staff, community co-ordinators and senior residents are aware of the response actions to a suspected case of COVID-19 for both themselves and residents.</td>
<td></td>
</tr>
<tr>
<td>Action Number</td>
<td>Responsible Person in Hall</td>
<td>Description of Implementation</td>
<td>Date Actioned</td>
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<tr>
<td>A11.</td>
<td></td>
<td>Ensure, in writing, that all staff, community co-ordinators and senior residents or other student leaders who are on the duty roster are aware of and understand the protocols for communicating when there has been an enquiry about and/or a confirmed case of COVID-19 in a residence.</td>
<td></td>
</tr>
<tr>
<td>A12.</td>
<td></td>
<td>Ensure that specific hygiene related signage is posted at all hand washing stations, and common areas that are open for use.</td>
<td></td>
</tr>
<tr>
<td>A13.</td>
<td></td>
<td>Ensure that specific signage related to social distancing is posted on all floors at all entrance and egress points, common areas and high traffic locations.</td>
<td></td>
</tr>
<tr>
<td>A14.</td>
<td></td>
<td>Halls are to ensure compliance officer ratios are monitored and reported on a weekly basis to account for evolving occupancy levels &amp; internal monitoring process with associated checklist approved by Head of Residential Safety and rosters in place for review.</td>
<td></td>
</tr>
<tr>
<td>Action Number</td>
<td>Responsible Person in Hall</td>
<td>Description of Implementation</td>
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<td>---------------</td>
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<td></td>
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<tr>
<td>A15.</td>
<td></td>
<td>A template for documenting movements is provided at Appendix I.</td>
<td></td>
</tr>
<tr>
<td>A16.</td>
<td></td>
<td>A template for assessing visitor entitlement to enter the residence, provided at Appendix J.</td>
<td></td>
</tr>
<tr>
<td>A17.</td>
<td></td>
<td>Halls are to ensure that evidence of resident notification &amp; ongoing reinforcement of prohibition of sharing food and drinks via signage and communications is in place in common and kitchen areas.</td>
<td></td>
</tr>
<tr>
<td>A18.</td>
<td></td>
<td>Ensure that all staff, community co-ordinators and Senior Residents are informed, in writing, of the isolation procedures as detailed in Appendix K.</td>
<td></td>
</tr>
<tr>
<td>Action Number</td>
<td>Responsible Person in Hall</td>
<td>Description of Implementation</td>
<td>Date Actioned</td>
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<tr>
<td>A19.</td>
<td></td>
<td>Halls are to ensure that all internal cleaning staff &amp; external cleaning contractors supply evidence of enhanced cleaning protocols referencing associated Government guidelines and proof of enhanced staff inductions.</td>
<td></td>
</tr>
<tr>
<td>A20.</td>
<td></td>
<td>Halls are to ensure that all staff, community co-ordinators and senior residents have an understanding of the reasons for using PPE, correct procedures to put on (don), take off (doff), recommended times of use before disposal and correct disposal.</td>
<td></td>
</tr>
<tr>
<td>A21.</td>
<td></td>
<td>Halls are to ensure that all Laundries to have resident timeslot management for contact mapping and include social distancing signage.</td>
<td></td>
</tr>
<tr>
<td>A22.</td>
<td></td>
<td>Ensure communal items of equipment are withdrawn from unregulated use. Staff must control access to, cleaning of between uses and use of gloves when using the vacuum cleaners.</td>
<td></td>
</tr>
<tr>
<td>Action Number</td>
<td>Responsible Person in Hall</td>
<td>Description of Implementation</td>
<td>Date Actioned</td>
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</tr>
<tr>
<td>A23.</td>
<td></td>
<td>Ensure Residence dining facilities are closed to dine-in meals until further notice.</td>
<td></td>
</tr>
<tr>
<td>A24.</td>
<td></td>
<td>Ensure that all common areas, including laundry rooms and garbage areas are maintained within the appropriate standards for hygiene and social distancing.</td>
<td></td>
</tr>
<tr>
<td>A25.</td>
<td></td>
<td>Ensure that appropriate signage is posted in regard to lift usage, on the doors and inside residential lifts.</td>
<td></td>
</tr>
<tr>
<td>A26.</td>
<td></td>
<td>Ensure that all staff are informed, in writing, of mail and parcel delivery protocols.</td>
<td></td>
</tr>
<tr>
<td>A27.</td>
<td></td>
<td>Ensure the Emergency Control Organisation (ECO), and in particular the floor and chief warden is informed, in writing, of self-isolation requirements to be enforced in Emergency Evacuation Points.</td>
<td></td>
</tr>
<tr>
<td>A28.</td>
<td></td>
<td>Ensure that all signage is posted in common areas informing all residents and staff of ANU Support Services.</td>
<td></td>
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</tbody>
</table>
OBLIGATION TO COMPLY (DIRECTIVE TO STUDENTS 28 MARCH provided below)

RAMIFICATIONS OF NOT COMPLYING

If a resident is found to not be complying with COVID-19 protocols as advised by the residence, the Residence will view this as a breach of Section 3 (g) of the Occupancy Agreement where residents are required “to comply with lawful notices and reasonable directions from the University” and further 3.1 (a) requires occupants to not “intentionally cause injury or harm to another person” as well as complying with “the Rules of the Australian National University” as per section 3.3 (b). Failure to comply with these obligations by failing to adhere to the guidelines in place for social distancing and self-isolation will result in termination of the resident’s agreement as per Section 3.2 of the Occupancy Agreement.

Disciplinary matters can also be escalated to the Office of Student Conduct (OSC) who will institute disciplinary actions in accordance with ANU established procedures for students for noncompliance as outlined at https://www.legislation.gov.au/Details/F2018L00319/Html/Text#_Toc508885910

Due to the seriousness of breaching COVID-19 protocols, any breach by a resident will be deemed misconduct. It is misconduct if a student engages in conduct that:

- is dishonest, unethical, or otherwise demonstrates a lack of integrity or a lack of respect for the safety or wellbeing of other members of the University community; or
- intentionally, recklessly or negligently causes risk or danger to the health or safety of another member of the University community.

If, in a case to which section 12(1) (powers of, and action by, Vice-Chancellor) applies, the Vice-Chancellor is satisfied that the respondent is likely to have engaged in conduct that is misconduct, the Vice-Chancellor may, before an inquiry is held into the conduct:

(a) deny the respondent access to all or any University facilities, to all University premises, any University premises or any part of University premises, or to all or any activities conducted by or on behalf of the University, for a specified period or until the inquiry has been completed and its finding dealt with under this instrument, whichever happens first.

USE OF PPE IF YOU HAVE SYMPTOMS: As per Appendix E

RESPONDENCE TO A SUSPECTED OR CONFIRMED CASE OF COVID-19: As per Appendix C - Communications Protocols

DOCUMENTING MOVEMENTS OUTSIDE OF THE RESIDENCE: As per Appendix I

VISITOR RESTRICTIONS AND ENTRY PROTOCOLS: As per Appendix J
Be distant. Be safe. Keep others safe.

You must keep your distance during this pandemic, even from ANU friends and neighbours.

Because when you take risks, it's not just your health and theirs that could suffer - it is their families and their wider communities.

To keep everyone safe, these are your new house rules.

**Your role:**

- Every resident must comply with these rules.
- Practice distancing and good hygiene, and call out anyone who doesn’t.
- If someone knowingly breaks the rules, they will be excluded from ANU residences.
- If lots of people knowingly break the rules, we will close part or all of your residence.

**Distancing:**

- Keep a distance of two metres between people and ensure that in enclosed spaces there is only one person per four square metres.
- Crowds, gatherings and parties of any number are prohibited until further notice.
- Refrain from physical contact with other people.
- Visitors are strongly discouraged – only one registered guest per resident.
- Limit your intake of alcohol.

**Hygiene:**

- Wash your hands for 20 seconds several times a day.
- Avoid touching your face.
- Clean shared spaces and surfaces before you use them, and after you’ve finished.
- Isolate yourself in your room and seek medical advice if you have any cold or flu symptoms, especially fever and dry cough.
## SECTION 3 – Outbreak Management Planning Checklist

<table>
<thead>
<tr>
<th>Planning actions</th>
<th>✓</th>
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</thead>
<tbody>
<tr>
<td>Does Residential Hall have an outbreak plan that covers all the areas identified below?</td>
<td></td>
</tr>
<tr>
<td>Are all Hall staff aware of the plan including their roles and responsibilities?</td>
<td></td>
</tr>
<tr>
<td><strong>Staff, resident and family education</strong></td>
<td></td>
</tr>
<tr>
<td>Have Hall staff undergone education and training in all aspects of outbreak identification and management, particularly competency in infection control?</td>
<td></td>
</tr>
<tr>
<td>Has the Hall run one or more staff education sessions?</td>
<td></td>
</tr>
<tr>
<td>Has Residential Hall provided resident families with information regarding prevention of transmission?</td>
<td></td>
</tr>
<tr>
<td><strong>Staffing actions</strong></td>
<td></td>
</tr>
<tr>
<td>Does the Residential Halls have a staffing contingency plan in case 20% to 30% of staff fall ill and are excluded for 14 days?</td>
<td></td>
</tr>
<tr>
<td><strong>Stock levels</strong></td>
<td></td>
</tr>
<tr>
<td>Has Residential Hall acquired adequate stock of PPE, hand hygiene products and cleaning supplies?</td>
<td></td>
</tr>
<tr>
<td><strong>Outbreak recognition actions</strong></td>
<td></td>
</tr>
<tr>
<td>Does the Residential Hall routinely assess residents for respiratory illness, particularly for fever or cough (with or without fever)?</td>
<td></td>
</tr>
<tr>
<td>Has the Hall communicated to all staff that they must report COVID-19 symptoms until further notice?</td>
<td></td>
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<tr>
<td>Does a process exist to notify the Residential Hall manager and the ACT CDC as soon as practicable (and within 24 hours) of when a COVID-19 case is suspected?</td>
<td></td>
</tr>
<tr>
<td><strong>Communication actions</strong></td>
<td></td>
</tr>
<tr>
<td>Does the Residential Hall have a contact list for the state/territory health department and other relevant stakeholders (e.g. Residential Hall GPs and infection control consultants, ACT CDC point of contact)?</td>
<td></td>
</tr>
<tr>
<td>Does the residential hall have signage at all points of entry and egress around the building and in communal areas outlining social isolation and hygiene protocols?</td>
<td></td>
</tr>
<tr>
<td>Does Residential Hall have a plan for communicating with staff, residents, volunteers, Next of Kin and other service providers (e.g. cleaners) during an outbreak?</td>
<td></td>
</tr>
<tr>
<td>Does Residential Hall have a plan to restrict visitors during the pandemic both within the Residential Hall and externally (e.g. security, signage, restricted access)?</td>
<td></td>
</tr>
<tr>
<td><strong>Cleaning</strong></td>
<td></td>
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<tr>
<td>Does the plan identify who is responsible for overseeing increased frequency of cleaning, liaison with contractors or hiring extra cleaners as necessary?</td>
<td></td>
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<tr>
<td><strong>Compliance monitoring</strong></td>
<td></td>
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<tr>
<td>Does the residence have the compliance monitoring staffing roster that can commence on 28 March?</td>
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</table>
SECTION 4 – COMMUNICATION PROTOCOLS

Covid-19 Case Communications
Contents
Response to COVID-19 ................................................................. 15
1.0 Communications Flowchart ......................................................... 15
2.0 Communications Templates ......................................................... 16
   2.1 HOLDING STATEMENT 1 – Acknowledgement of Testing .................. 16
   2.2 HOLDING STATEMENT 2 – Acknowledgment of Resident/Staff Member in Isolation waiting COVID-19 Test Results ................................................. 16
   2.3 HOLDING STATEMENT 3 – Confirmed case of COVID-19 .................. 17
APPENDIX A – USEFUL RESOURCES ................................................. 18
Response to COVID-19

The aim of this document is to provide communications advice to the ANU Residential Halls in response to COVID-19, specifically suspected and confirmed cases. The term residential hall refers to any student residency or affiliate hall linked to the University.

For the latest information on the University position please visit the following website: https://www.anu.edu.au/news/all-news/covid-19-advice.

1.0 Communications Flowchart
2.0 Communications Templates

2.1 HOLDING STATEMENT 1 – Medical Treatment

Dear [residential hall name] community,

[residential hall name] staff have responded to a medical incident, and [Ambulance and / or Emergency Services] [have been called / are in attendance] at (location). At this time, **we do not know the nature of the medical assistance required and whether it relates to COVID-19**. Even in these circumstances, we will first protect the privacy of those concerned. However, all precautions are being taken and the University is working closely with ACT Health Services. **Should** this case be COVID-19 related, and **only** in that instance, we will follow the prescribed notification process.

Our priority is always the safety and wellbeing of our residents, staff and campus visitors. Our thoughts are with the impacted individual and all our efforts are focused on supporting them as best as we can.

If you, or someone you know, thinks they have symptoms of COVID-19 or may have come in contact with someone who has tested positive, please inform the Community Wellbeing Team on CommunityWellbeing@anu.edu.au or +61 2 6125 3346 during business hours. This will allow us to support you and also ensure the safety of our community.

Please note that at this stage there is no need for any action from our community. The University will work closely with ACT Health to provide additional information if and when required.

2.2 HOLDING STATEMENT 2 – Acknowledgment of Resident/Staff Member in Isolation waiting COVID-19 Test Results

Dear [residential hall name] community,

[residential hall name] staff are currently supporting a member of their community who has undergone COVID-19 testing. Until the results of that test are available, all precautions are being taken by [residential hall name] and the University in line with directions from ACT Health Services.

[residential hall name] can confirm the individual is in isolation following advice from ACT Health Services. The University is providing ongoing support to the individual during this challenging time and we ask that you respect their privacy.

Our priority is always the safety and wellbeing of our residents, staff and campus visitors. Our thoughts are with the impacted individual and all our efforts are focused on supporting them as best as we can.

If you, or someone you know, thinks they have symptoms of COVID-19 or may have come in contact with someone who has tested positive, please inform the Community Wellbeing Team on CommunityWellbeing@anu.edu.au or +61 2 6125 3346 during business hours. This will allow us to support you and also ensure the safety of our community.
Please note that at this stage there is no need for any action from our community. The University will work closely with ACT Health to provide additional information if and when required.

2.3 HOLDING STATEMENT 3 – Confirmed case of COVID-19
Dear [residential hall name] community,

[residential hall name] can confirm that the community member who was tested for COVID-19 earlier this week has received a positive result. This is an understandably difficult situation and our thoughts are with them right now. They have requested privacy at this time.

[residential hall name] and the University’s Community Wellbeing team are working closely with ACT Health Services, and ACT Communicable Disease Control (CDC). The individual is following directions from ACT Health authorities. We have been in contact with the individual who is [insert health status of individual].

Our priority is always the health and safety of our community and all our efforts are focused on just that at this time. [residential hall name] and the University are working together with authorities to assist with the necessary contact tracing. If you are contacted by the University or ACT Health officials, we ask that you please cooperate with any directions provided to you.

If you, or someone you know, thinks they have symptoms of COVID-19 or may have come in contact with someone who has tested positive, please inform the Community Wellbeing Team on CommunityWellbeing@anu.edu.au or +61 2 6125 3346 during business hours. This will allow us to support you and also ensure the safety of our community.

I would like to thank the community for their kindness towards one another as we work through these challenging times together.
SECTION 5 – ADVICE ON HOW TO REDUCE RISK OF BRINGING COVID-19 INTO A RESIDENCE

SECTION 6 – PREVENTION POSTERS

PREVENT THE SPREAD OF GERMS

The virus that causes COVID-19 is thought to spread mainly from person to person in close contact with one another and through droplets produced when an infected person coughs or sneezes.

Good hygiene practices will reduce your risk of getting sick and spreading disease.

Always make sure you do the following:

- Wash your hands regularly with soap and water or alcohol-based hand sanitiser for 20 to 30 seconds
- Cover your cough and sneeze with a tissue or your inner elbow and wash your hands afterwards
- Discard used tissues immediately into a bin
- Avoid close contact with people who are sick
- Avoid touching your eyes, nose, and mouth
- Stay at home and avoid social activities or mass gatherings if you’re feeling unwell

For more information on COVID-19 in the ACT, visit health.act.gov.au/novelcoronavirus

health.act.gov.au
PRACTISE GOOD HAND HYGIENE

Protect yourself, your family and the community by washing your hands regularly. Washing your hands properly takes about 20 to 30 seconds.

Washing your hands with soap and water or alcohol-based sanitiser kills viruses that may be on your hands. Always use soap and water if your hands are visibly soiled.

1. Wet your hands
2. Put soap on your hands
3. Rub soap over your hands. Don’t forget to scrub between your fingers, under your nails and the top of your hands
4. Rinse hands with water
5. Dry your hands
6. Your hands are now clean

For more information and advice visit health.act.gov.au
# Identifying the Symptoms of COVID-19

<table>
<thead>
<tr>
<th>Symptoms</th>
<th>COVID-19</th>
<th>Cold</th>
<th>Flu</th>
</tr>
</thead>
<tbody>
<tr>
<td>FEVER</td>
<td>Common</td>
<td>Rare</td>
<td>Common</td>
</tr>
<tr>
<td>COUGH</td>
<td>Common</td>
<td>Common</td>
<td>Common</td>
</tr>
<tr>
<td>SORE THROAT</td>
<td>Sometimes</td>
<td>Common</td>
<td>Common</td>
</tr>
<tr>
<td>SHORTNESS OF BREATH</td>
<td>Sometimes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>FATIGUE</td>
<td>Sometimes</td>
<td>Sometimes</td>
<td>Common</td>
</tr>
<tr>
<td>ACHES &amp; PAINS</td>
<td>Sometimes</td>
<td>No</td>
<td>Common</td>
</tr>
<tr>
<td>HEADACHES</td>
<td>Sometimes</td>
<td>Common</td>
<td>Common</td>
</tr>
<tr>
<td>RUNNY OR STUFFY NOSE</td>
<td>Sometimes</td>
<td>Common</td>
<td>Sometimes</td>
</tr>
<tr>
<td>DIARRHEA</td>
<td>Rare</td>
<td>No</td>
<td>Sometimes, especially for children</td>
</tr>
<tr>
<td>SNEEZING</td>
<td>No</td>
<td>Common</td>
<td>No</td>
</tr>
</tbody>
</table>

Source: health.act.gov.au
SECTION 7 – GUIDELINES AND TRAINING RESOURCES FOR DONNING, DOFFING AND DISPOSING OF PPE

Accessibility
If you have difficulty reading a standard printed document and would like an alternative format, please phone 13 22 81.

If English is not your first language and you need the Translating and Interpreting Service (TIS), please call 13 14 50.
For further accessibility information, visit: www.health.act.gov.au/accessibility

www.health.act.gov.au | Phone: 132281 |
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Donning PPE

The below images are provided by ACT Health:

All residents will have a mask and gloves provided to them for use if they are experiencing symptoms of COVID-19 and need to leave their room to seek assistance with accessing health services.

SEQUENCE FOR PUTTING ON PPE

HAND HYGIENE
• Wash hands or use an alcohol based hand rub.

MASK
• Secure ties or elastic bands at middle of head and neck.

GLOVES
• Extend to cover wrist of isolation gown.
SEQUENCE FOR REMOVING PPE

GLOVES
- Outside of gloves is contaminated!
- Grasp outside of glove with opposite gloved hand; peel off.
- Hold removed glove in gloved hand.
- Slide fingers of ungloved hand under remaining glove at wrist.
- Peel glove off over first glove.
- Discard gloves in waste container.

HAND HYGIENE
- Wash hands or use an alcohol based hand rub.

MASK
- Front of mask is contaminated—DO NOT TOUCH!
- Grasp bottom, then top ties or elastics and remove.
- Discard in waste container.

HAND HYGIENE
- Wash hands or use an alcohol based hand rub immediately after removing all PPE.


Disposal should be in a garbage bin that is emptied at least daily
SECTION 8 – TEMPLATE FOR INFORMING RESIDENTS OF GUIDELINES FOR GETTING A COVID-19 TEST

The following links provide information and advice on getting tested for COVID-19:


All resident should have a mask and gloves provided to them for use only if they are experiencing symptoms of COVID-19 and need to leave their room to seek assistance with accessing health services.

Guidance on how to properly put on, remove and dispose of used masks and gloves is provided in Appendix E in the ANU COVID-19 Residential Standards and Guidelines.
SECTION 9 - ANU Campus Residences – COVID-19 Compliance Communications Plans
Prepared for: ANU Head of Halls
31 March 2020

Purpose
This strategy outlines communications for students living in residences at the University during the COVID-19 pandemic.

Key audiences
ANU students living in on-campus accommodation.

Tone of voice
Clear, directive and consistent.
Compassionate and supportive

Key messages
There are three themes for key messages for students living in on campus accommodation based on Government health advice and University policy.

Each of these key messages has associated actions that are aimed at protecting students’ health and limiting the spread of the COVID-19 virus in residences and the broader community.

1. Social distancing
   - Keeping a distance of 1.5 metres between people at all times.
   - Ensure there is only one person per four square metres in indoor areas.
   - Crowds, gathering and parties are strictly prohibited.
   - Avoid physical contact.
   - Strict visitor rules apply
     o Visitors are strongly discouraged
     o Interact online as an alternative.

2. Hygiene
   - Wash your hands very frequently, especially after using the bathroom and before preparing and eating a meal. Wash for 20 seconds and make sure to cover your entire palm, fingers and back of your hand.
   - Avoid touching your face.
   - Clean share spaces and surfaces both before and after use.
   - If you have any cold or flu symptoms, especially fever or dry cough you must:
     1. Isolate yourself in your room
     2. Seek medical advice
     3. Inform the Community Wellbeing team via CommunityWellbeing@anu.edu.au or calling +61 2 6125 3346 (option 1) during business hours, or calling ANU Security outside of business hours.
3. Enforcement and penalties
   • **Every resident must comply.**
   • **The safety support team will enforce the rules**
     o Those who knowingly break the rules will be excluded from ANU residences
     o If many people knowingly break the rules, part or all of residences will be closed.

Secondary messages
Secondary messages are less crucial to communicate but doing so may improve student behaviour beyond only addressing the essential messages. By providing a rationale for the existence of these rules and seeking to show care towards students in this difficult time, the response to strict rules is likely to be more positive.

1. Look after your mental and physical wellbeing
   • There are a range of support services in place - [https://www.anu.edu.au/news/all-news/looking-after-your-health-and-wellbeing](https://www.anu.edu.au/news/all-news/looking-after-your-health-and-wellbeing)
   • ANU Counselling remains open on campus
   • Be mindful of your, and your friends, mental health
   • Stay connected through technology, not in person
   • Limit your intake of alcohol

2. Be community minded
   • Slowing the spread is everyone’s responsibility.
   • Adhering to the rules helps protect friends and family who are elderly or vulnerable.
   • Your actions matter. If everyone left it up to someone else, we would see no change.
     o At least 80% of people need to practice social distancing and hygiene to flatten the curve.
     o Each person must work together with the wider community to achieve this goal.

3. Change is not easy but it is necessary
   • Change is unsettling and unpleasant but these rules are crucial in protecting the ANU community.
   • Social distancing is the most important thing we can do to slow the spread of COVID-19 in our residences.

Channels
There are **four** key channels recommended for dissemination of residence rules and information to students. All should point back to the ANU website for the comprehensive information.

TV Screens
This medium requires clear and concise messaging. Each of the three key messages should be communicated through the screens.
Social media
Social media is likely to be one of the most effective ways of targeting residents.

In addition to posting on the residences’ unique social media accounts, it is crucial halls utilise their Senior Resident (SR) to post in closed, student only resident chats and groups. The peer to peer aspect of a student only channel makes it likely to be the most effective way of increasing both reach and response.

SRs should post casual and personalised messages to their peers communicating the importance of the rules and imploring them to comply.

Email
While the reach and engagement with this method is likely to be lower, it is a good option for official statements/announcements or warnings.

Face-to-face (safety support team)
In person communication will be utilised by the safety support team and plays a crucial role in reminding students of rules. This method will be particular effective for calling out those who are not abiding.

Timing
Consistent and regular communications are crucial in getting messages out to students.

Routine has been shown to be particular important during times of change and can easily be utilised in communicating these rules.

In addition to utilising the rotating TV screen messages on an ongoing basis, daily social media posts with a ‘reminder of the day’ are likely to create the repetition necessary for change.

Aim to have these posted at 9am each day detailing one important reminder. These do not have to cover everything, the principle is that by communicating one aspect of the house rules each day, the existence of these rules will be front of mind for residents. In addition to email and the University website, these daily reminders may present as an effective channel for communicating new rules as they arise in response to further Government or University announcements.
## Reinforcement communications – daily

<table>
<thead>
<tr>
<th>Time</th>
<th>Channel</th>
<th>Key message theme</th>
<th>Suggested content</th>
<th>Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>9am</td>
<td>Facebook/Instagram</td>
<td>Social distancing</td>
<td>“It’s the best medicine we have” (graphic re social distancing)</td>
<td>Heads of Halls/Residence social media administrators</td>
</tr>
<tr>
<td>11am</td>
<td>Facebook/Instagram</td>
<td>Compliance</td>
<td>“Protect yourself and your friends – plan a study session on Zoom today” (graphic around protecting your friends)</td>
<td>Heads of Halls/Residence social media administrators</td>
</tr>
<tr>
<td>Around meal times</td>
<td>Facebook/Instagram</td>
<td>Social distancing and/or hygiene</td>
<td>“Getting to close to lunch, remember to wash your hands”</td>
<td>Heads of Halls/Residence social media administrators</td>
</tr>
<tr>
<td>Throughout the day</td>
<td>Residential Facebook (or other social media) groups</td>
<td>All</td>
<td>Share memes, or other fun posts with residences about social distancing or virtual meet-ups etc</td>
<td>SRs</td>
</tr>
<tr>
<td>6pm – on days it’s required</td>
<td>Email</td>
<td>Compliance</td>
<td>Reminder about requirement to comply with social distancing, hygiene, etc. Reminder to take care of mental health as well as physical health</td>
<td>Either Heads of Halls or SRs as appropriate</td>
</tr>
<tr>
<td>New measures announced – as required</td>
<td>ASAP</td>
<td></td>
<td>We have taken new measures to protect your safety</td>
<td>Heads of Halls/Director, Student Residences</td>
</tr>
<tr>
<td>After email has been sent</td>
<td>Facebook/Instagram</td>
<td>As per measure</td>
<td>Graphics will be created as required</td>
<td>ANU social media + Heads of Halls/Residence social media administrators</td>
</tr>
</tbody>
</table>

Schedule
Terminology
New rule vs. house rule
It is best to avoid calling the existing rules ‘new’ despite their recent implementation, instead call them house rules. This is important so that when more house rules are implemented, they can be labelled ‘new’ and attention can easily be drawn to recent updates without confusion.

Evaluation and measurement
Each residence should identify methods through which they will evaluate the effectiveness of the communication strategy to establish the need for amendment or change.
SECTION 10 – POSTERS FOR COVID-19 PRECAUTIONS

Stickers:

1_Handwashing_sticker er_80mm_NO-KNIFE.pdf
2_Cover_cough_sticker er_80mm_NO-KNIFE.pdf
3_No_crowds_sticker_80mm.pdf
4_Distance_footprint_sticker_127mm.pdf

Posters:

Room_usage_limit_A3_V1_OL_FA.pdf
Hand_washing_A5_V4_FA.pdf
COVID-19_residence_coronavirus_A3_V5.1_OL_FA.pdf
Social_Distancing_A3_poster_V3_OL_FA.pdf

Electronic Screens over page:
SOCIAL DISTANCING

BEHAVE AS IF YOU HAVE COVID-19 AND ARE CONSCIOUS OF PASSING IT ON

Attempt to keep a distance of 1.5 metres between yourself and other people

Practice good hygiene
Avoid touching your face, including rubbing your eyes

Avoid touching others
Handshaking, hugging, air kissing, touching or group selfies

Keep desks and spaces clean
Disinfect high touch surfaces regularly
WASH YOUR HANDS WELL AND OFTEN

Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.

1. Wet your hands
2. Lather your fingers, palms and wrists with soap and scrub for at least 20 seconds
3. Rinse your hands well with clean, running water and then dry your hands

Even if your hands are not visibly dirty, frequently clean them by using an alcohol-based hand rub or soap and water.

GOOD HAND HYGIENE IS HIGHLY RECOMMENDED TO PROTECT YOURSELF AND OTHERS FROM COVID-19
BE DISTANT. BE SAFE. KEEP OTHERS SAFE.

YOU MUST KEEP YOUR DISTANCE DURING THIS PANDEMIC. EVEN FROM ANU FRIENDS AND NEIGHBOURS.

Social distancing

Crowds, gatherings & parties of any number are prohibited.

TAKING RISKS IS NOT JUST A THREAT TO YOUR HEALTH. IT IS A THREAT TO YOUR FRIENDS, THEIR FAMILIES AND THEIR COMMUNITIES.
COVID-19

Simple things you can do to protect yourself & help stop the spread of novel coronavirus

Cover your coughs & sneezes

Wash your hands well & often

If you feel ill, stay in your room & notify residence staff
APPENDIX I – RESIDENT TEMPLATE FOR DOCUMENTING MOVEMENTS INSIDE AND OUTSIDE RESIDENCE

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Example:

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Place</th>
<th>Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>25/03/2020</td>
<td>5.30 pm to 6.00 pm</td>
<td>HIVE, quadrant A, table xx</td>
<td>Resident A, Resident B, Resident C, Resident D,</td>
</tr>
<tr>
<td>25/03/2020</td>
<td>8.00 pm – 8.05 pm</td>
<td>Floor 4 Kitchenette</td>
<td>None</td>
</tr>
<tr>
<td>25/03/2020</td>
<td>8.05 pm – 9.00 pm</td>
<td>Floor 4 nook</td>
<td>Had tea with Resident E</td>
</tr>
</tbody>
</table>
**SECTION 11 – VISITOR ENTRY TEMPLATE**

**HALL OF RESIDENCE ACCESS SHEET**

<table>
<thead>
<tr>
<th>Date:</th>
<th>Tick below</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>☐ Hall Staff</td>
</tr>
<tr>
<td></td>
<td>☐ ANU Staff</td>
</tr>
<tr>
<td></td>
<td>☐ Resident</td>
</tr>
<tr>
<td></td>
<td>☐ Contractor</td>
</tr>
<tr>
<td></td>
<td>☐ Visitor</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Uni ID:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Company Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

Contractors / Visitors previous location prior to this location:

Contractors / Visitors next intended location:

Contractors / Visitors reason for visit:

<table>
<thead>
<tr>
<th>AREAS OF THE BUILDING YOU WILL VISIT – PLEASE TICK</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Lobby</td>
</tr>
<tr>
<td>☐ Storeroom</td>
</tr>
<tr>
<td>☐ Kitchen / Dining Room</td>
</tr>
<tr>
<td>☐ Office Areas</td>
</tr>
<tr>
<td>☐ Staffroom Areas</td>
</tr>
<tr>
<td>☐ Outside Area</td>
</tr>
<tr>
<td>☐ Resident Area</td>
</tr>
</tbody>
</table>

**MUST BE COMPLETED:**

I confirm that I am feeling well and to my knowledge have not been in contact with any known contacts of the COVID-19 Virus. I acknowledge that I am aware of the policy of social distancing and will abide by the policy.

Circle Below

- Have you returned from overseas travel in the past 14 days?
  - Yes / No
- Are you experiencing any illness currently (such as fever, sore throat, cough)?
  - Yes / No
- Are you awaiting results of a COVID-19 test?
  - Yes / No
- Have you been in contact with anyone who has tested positive for COVID-19 in the past 14 days?
  - Yes / No

Signature: __________________________ Date: ____________ Time: ____________

Prepared by Residential Safety
SECTION 12 – RESIDENTIAL EXPERIENCE SELF ISOLATION CHECK IN PROCEEDURES

Provisions for Managing Students
Requiring Self-Isolation
during Coronavirus Scenario
as at 27/03/2020

Script for all Residences, Student Leaders on Duty/Reception Teams, and Accommodation Services

Key themes

- Be your usual welcoming self! Open with greetings and be personable!
- Every single check-in requires the line of questioning to be completed
- After hours – if applicable, the conversation is held telephonically (Senior Residents/Community-Co-ordinators)

Dear all,

The following is for managing students on-campus or off-campus who require Self Isolation. Self-isolation for the purpose of this procedure applies to persons:

- Arriving from international travel as prescribed by the Australian Government;
- Who have had close contact with someone with Covid-19; or,
- Who have health conditions or symptoms which require the Covid-19 test to be actioned.

The specific questions asked of the resident which would require us to assess the need for Self-Isolation are (as per the questionnaire):

1. Arrived in Australia after midnight on 15 March 2020
2. have been in contact with someone with a confirmed diagnosis of the novel coronavirus
3. and/or are feeling unwell and qualify for the Covid-19 Test

Any member of the ANU community that is required to self-isolate or is diagnosed with COVID-19 is being asked to disclose this using this form (or copy and paste this URL into your browser): https://eforms.anu.edu.au/Infiniti_Prod/Produce/wizard/46fc2d2d-19f5-4b88-bc41-38b2a7d1a9a0/.

Any resident of ANU on campus accommodation who is diagnosed with COVID-19 will be provided with an off campus space to self-isolate. This will be arranged by contacting communitywellbeing@anu.edu.au

Please reassure the student that the ANU will work with them to provide support if they need to be in self isolation and will protect their privacy.
PART 1: Processing Check-ins:

Step 1: Complete the questionnaire with the resident, asking them the questions interview style. If the check-in happens after business hours, please ensure you are asking the questions over the phone.

Step 2: If resident answers ‘no’ to all questions, standard check-in process follows.

Step 3: If the resident answers ‘yes’ to any questions, please ask them to put on a mask, apply hand sanitiser and ask them to take a seat where they can wait comfortably for the next stage of the process.

PART 2: Determining Need for Self-Isolation; Allocating Appropriate Accommodation; Preparing Transportation.

Step 1: Contact the Head of Resident/Deputy Head of Residence/Community Coordinator on Duty to provide follow-up actions.

Step 2: Confirm current Room Number and Room Type and establish the Type of isolation required (See Table below).

<table>
<thead>
<tr>
<th>Reason to Consider Self-Isolation:</th>
<th>How to seek confirmation:</th>
<th>Duration of Self-Isolation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel Restrictions</td>
<td>Flight Details</td>
<td>14 days</td>
</tr>
<tr>
<td>Contact with confirmed case of Covid-19</td>
<td>Escalate immediately. Establish timing of last known contact. Confirm with Covid Hotline.</td>
<td>14 days</td>
</tr>
<tr>
<td>Feeling Unwell</td>
<td>Do symptoms match requirement to test for Covid-19? Confirm with call to GP and Covid Hotline</td>
<td>If tested – Self-Isolation until results are returned.</td>
</tr>
</tbody>
</table>

Step 3: Send the information to UAS: Cheryl.jolly@anu.edu.au (follow up with a phone call):

| Cheryl Jolly | E: Cheryl.jolly@anu.edu.au | T: 6125 1196 | M: 0476 164 742 |

AFTER HOURS: Contact UniLodge Directly. Detail Below.

Step 4: UAS will liaise with properties who can support self-isolation and allocate a room space on campus.

Step 5: Once the room has been allocated, the staff member will follow and relay the following information:

i. If a single studio self-contained apartment, then the student will continue to reside in this room.

j. If a shared living residence, where cooking facilities and bathroom/toilet amenities are shared:
Inform the student that they will relocate to a campus residence where they will be temporarily housed in a self-contained apartment on campus.

Inform the student that pastoral support will be provided by way of telephone and emails, including advice on isolation living. This will include food deliveries, access to essential living supplies, etc.

Inform the student that depending on the period of isolation and if it will occur in a different building, each individual case will be assessed to determine any need for a contract variation.

Step 6: Receiving Hall/Lodge staff member to complete online document* to identify certain resident information.

Step 7: Bring the resident to a quiet space and inform them of the required isolation period.

Step 8: Inform the resident that pastoral and practical support will be provided by way of telephone and emails, including advice on food deliveries, access to essential supplies such as bedding and kitchen utensils/crockery and activities to sustain their wellbeing.

Step 9: Head of Residence/Deputy Head of Residence/Senior Resident/Community Coordinator in the Hall where the resident has filled out the questionnaire will call the RECEIVING RESIDENCE:

<table>
<thead>
<tr>
<th>UniLodge</th>
<th>Rachael Cumming: 0408 861 640</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>James Jeffress: 0499 333 121</td>
</tr>
<tr>
<td>Bruce Hall, Packard Wing</td>
<td>Emily McLeod: 0436 856 204</td>
</tr>
<tr>
<td></td>
<td>Sarah Cumming: 0437 803 477</td>
</tr>
</tbody>
</table>

Step 10: Head of Residence/Deputy Head of Residence/Senior Resident/Community Coordinator in the Residence where the questionnaire was filled out will call ANU Security (phone 6125 2249) to arrange transport and accompany the student to the transit vehicle.

Please stay with the student for reassurance and support to enter the transit vehicle. ANU Security will drive the student to their self-isolation residence

Please make sure both the ANU Security Officer and the student are advised to which residence they are being taken

Step 11: When student arrives at the receiving residence, the residential team will ensure that all practical measures are taken to ensure their own health and safety (including gloves, facemasks and hand-sanitiser)

Part 3: Welcoming Procedure and Follow Up During Isolation:

Step 1: The student will be welcomed escorted to their room by the duty team at the receiving residence as coordinated by the managing team member of RLM/CC afterhours.

Step 2: The student will be provided the Welcome Letter, guidelines for food delivery and (as available) a welcome pack.

Including (but not limited to):

- reference to ANU Covid-19 FAQ website: coronavirus-advice-0
Student advised that regular health and pastoral care health checks to be maintained by telephone and emails.
Student advised that they can also make contact with ANU Counsellors [anu-counselling](#) or ANU Crisis Help Line, on 1300 050 327 or text on 0488 884 170

Step 4: Daily Check-in via phone or email by CC on rotating roster. Refer student to digital content from student leaders. Consider food provisions and catered options as they become available.

Step 5: Daily Food Order to Caterer based on dietary requirements.

Step 6: Re-integration process and protocols will be discussed with the student during their time in isolation to support their readiness to complete their self-isolation and join their community at the end of the self-isolation period.

**Other Information**

**General Isolation for unwell residents who don't qualify for Covid-19 Test:**

- If the resident who said ‘yes’ to the question “Are you feeling unwell?” but no to all other questions, refer up to the IMT.
- IMT will call the Coronavirus Health Information Line (CHIL) after taking the resident to their room. IMT will inform the CHIL of the resident's symptoms and seek advice.
- The ongoing support and hygiene precautions will be informed by usual good practice for someone who is feeling unwell and any advice from the CHIL.

**Contact with confirmed case of coronavirus**

- If the resident who said ‘yes’ to the question “Have you come in contact with a confirmed case of COVID-19?”, immediately refer up to IMT.
- IMT will provide mask, hand sanitiser and escort resident to their room for isolation.
- IMT will wipe down all surfaces which came into contact with the resident.
- IMT will arrange transport to a testing centre or hospital if after hours. Transport via Taxi or Uber is acceptable with a mask and gloves.